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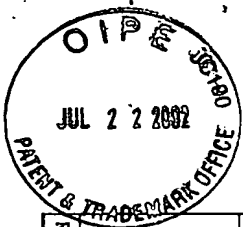
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Technology Center 2100

610

Application Designer - Untitled - RC CASE HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Page Designer Order 680

RC CASE HD.ENG (Page)

620

640

650

660

670

680

690

700

710

720

730

740

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760

770

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810

820

830

840

850

860

870

880

890

900

910

920

930

940

950

960

970

980

990

Ready

Build Find Object References Upgrade Results Validate

Product: Asset Tag: Summary: Description: Summary:

Name: Department: Phone Type: Email Type: Preferred Contact Method: Alt Contact:

Business Unit: Location: Phone: Email: Preferred Contact Details:

Source: Installed

FIG. 6

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TO: [illegible]



Home>PeopleTools>Maintain Security>Use>Administer Configuration

Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN Tab over Add/Del Buttons(+/-)			<input type="checkbox"/>	<input checked="" type="checkbox"/>	RM
ADES Afternoon designator (PM, pm)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
CALBTN Tab over Calendar Button			<input type="checkbox"/>	<input checked="" type="checkbox"/>	
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	L
DCSP Decimal Separator			<input checked="" type="checkbox"/>	<input type="checkbox"/>	.
DFRMT Date Format			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
EXPENT Expert Entry			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
KPBNTN Tab over Lookup Button			<input type="checkbox"/>	<input checked="" type="checkbox"/>	
LTZONE Local Time Zone			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
MDES Morning designator (AM, am)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Done

FIG. 8

275



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Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back • Forward • Stop • Search Favorites History Home • W • Y • A • a • j •

Address http://localhost:7001/services/clientserver/peopleoft8/?cmd=start&

Home>PeopleTools>Maintain Security>Use>My Profile

**PEOPLE**

Home View Worklist Help Sign Out New Window

General Profile Information

Opoid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your rolings.

Alternate User ID: ☐

From Date: ☐ (example: 12/31/2000)

To Date: ☐ (example: 12/31/2000)

Miscellaneous User Links

local intranet

FIG. 10A

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Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home Stop Watch

Address http://localhost:7001/servelet/clientservelet/peopletool?cmd=start&

Home > PeopleTools > Maintain Security > Use My Profile

PEOPLE

Home View Worklist Help Sign Out

New Window

Personalization

Option

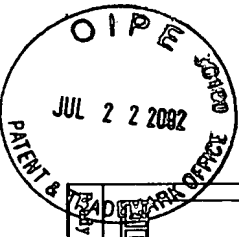
Option	Default Value	Override Value	Explain
Accessibility Features	No	<input type="checkbox"/>	Explain
Afternoon designator (PM, pm)	PM	<input type="text"/>	Explain
Currency Symbol	\$	<input type="text"/>	Explain
Currency Symbol Position	Leading	<input type="text"/>	Explain
Decimal Separator	.	<input type="text"/>	Explain
Date Format	MM/DD/YY	<input type="text"/>	Explain
Date Separator	/	<input type="text"/>	Explain
Local Time Zone	Pacific Time, Tijuana	<input type="text"/>	Explain
Morning designator (AM, am)	AM	<input type="text"/>	Explain
Multiple Row Insert	Yes	<input type="text"/>	Explain
Save Configuration	Yes	<input type="text"/>	Explain
Save Warning	Yes	<input type="text"/>	Explain
Time Format	h:mm:ss(8:05 AM)	<input type="text"/>	Explain
Time Separator	:	<input type="text"/>	Explain
Thousand Separator	,	<input type="text"/>	Explain
Use Local Timezone	Yes	<input type="text"/>	Explain

FIG. 10B

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TECHNOLOGY



Application Designer-Untitled-RC\_CASE\_HD.ENG(Page)  
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help



Untitled

Page Designer Order

1220 1230

1240

1240

Level	Label	Type	Field	Record	Display	Control	Related Field	Control Field	Page Field
1	0	SubPage	EXP_INPO_GRP	DERIVED_RC_C	<input type="checkbox"/>				
2	0	Employee Informa Group Box	EMPLD	DERIVED_RC_C	<input type="checkbox"/>				CUST_INPO_I
3	0	EMPLD	CASE_CONTACT	RC_CASE	<input checked="" type="checkbox"/>				
4	0	ContactID	NAME_SEARCH	DERIVED_RC_C	<input type="checkbox"/>				
5	0	PersonID	PERSON_ID	RC_DRILLDOWN	<input type="checkbox"/>				
6	0	Business Unit	RC_BU_DISCR	DERIVED_RC_C	<input type="checkbox"/>				
7	0	Business Unit	BUSINESS_UNIT	RC_CASE	<input type="checkbox"/>				
8	0	Department	DEPTD	RB_VORRER	<input type="checkbox"/>				
9	0	Location Code	LOCATION	RB_VORRER	<input checked="" type="checkbox"/>				
10	0	Phone Type	PHONE_TYPE	DERIVED_RC_C	<input checked="" type="checkbox"/>				
11	0	Phone Type	BUSINESS_UNIT	DERIVED_RC_C	<input type="checkbox"/>				
12	0	Phone Type	PHONE	DERIVED_RC_C	<input type="checkbox"/>				
13	0	Business Unit	EXTENSION	DERIVED_RC_C	<input type="checkbox"/>				
14	0	Extension	E_ADDR_TYPE	DERIVED_RC_C	<input type="checkbox"/>				
15	0	Small Type	E_ADDR	RC_CASE	<input type="checkbox"/>				
16	0	Small Type	EMAIL_ADDR	DERIVED_RC_C	<input type="checkbox"/>				
17	0	Small Type	RC_CONTACT_I	RC_CASE	<input type="checkbox"/>				
18	0	Preferred Contact	RC_CONTACT_I	RC_CASE	<input type="checkbox"/>				
19	0	Preferred Contact	RC_CONTACT_I	RC_CASE	<input type="checkbox"/>				
20	0	Preferred Contact	RC_CONTACT_I	RC_CASE	<input type="checkbox"/>				
21	0	Contact Details	CONTACT_ID	RC_CASE	<input checked="" type="checkbox"/>				
22	0	Alt Contact	ALT_NAME_SEA	RC_ALT_CNTRC	<input type="checkbox"/>				
23	0	Problem Information Group Box	PROBLEM_INPO	DERIVED_RC_C	<input type="checkbox"/>				
24	0	Product	RC_PRODUCT_I	DERIVED_RC_C	<input type="checkbox"/>				
25	0	Product	PRODUCT_ID	RC_CASE	<input type="checkbox"/>				
26	0	Product	RC_CASE		<input type="checkbox"/>				

1210Z  
1210R  
1210K  
1210J  
1210B  
1210A  
1250

FIG. 12

1200

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Test 1335 2:00



ADMINISTER PERSONALIZATION OPT-MICROSOFT INTERNET EXPLORER

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites History View Source Print Address Book

Address http://localhost:7001/scripts/clientscripts/peopleinfo/?cmd=start

Home View Worklist Help Sign Out

**PEOPLE**

Address Info View All First Last + -

\*Address Seq: 1

Address Detail View All First Last + -

\*Effective Date: 07/25/2001

\*Address Type: Business 1320 \*Status: Active 1330

\*Address ID: 1208 1330

Description: 1340

Country: USA United States 1350

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postcode: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info View All First Last

\*Phone Type Description Primary Prefix Telephone Extension

Business Desk 001 925 694 9479 + -

Done Local intranet

FIG. 13A

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Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home View Worklist Help Sign Out

Address http://localhost:7001/servelets/clientservlet/peoplelist/?cmd=start&

### PEOPLE

Address Info View All First 1 of 1 Last

\*Address Seq: 1 1360

Address Detail View All First 1 of 1 Last

\*Effective Date: 07/25/2001 1320 \*Status: Active 1330

\*Address Type: Business 1340 \*Address ID: 1208 1330

Description: USA United States 1350

Address 1: Peoplesoft Parkway

Address 2:

Address 3: Pleasanton

City: Pleasanton

County: CA California

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info View All First 1 of 1 Last

\*Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 001 925 694 9479

Done Local intranet

FIG. 13B





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Address Detail


*Effective Date:	07/25/2001	*Status:	
*Address Type:	Business	*Address ID:	
Description:			
Country:	USA  United States		
Address 1:	Peoplesoft Parkway		

FIG. 13C

Technology Center 2 107

[Administer Personalization Opt-Microsoft Internet Explorer](#)
[File](#)
[Edit](#)
[View](#)
[Favorites](#)
[Tools](#)
[Help](#)

[Back](#)
[Forward](#)
[Search](#)
[History](#)
[Home](#)
[W](#)
[Y](#)
[R](#)
[A](#)
[b](#)

Address <http://localhost:7001/seriele/kenleertel/peopleoftb/?cmd=start&>

[PEOPLE](#)

[Home](#)
[View Forklist](#)
[Help](#)
[Sign Out](#)

---

**Address Info**

\*Address Seq:

View All First 1 of 1 Last

**Address Detail**

\*Effective Date: 07/25/2001

\*Status:

\*Address Type: Business

\*Address ID:

Description:

Country: USA ☒ United States

Address 1:

Address 2:

Address 3:

City:

County:

State: CA ☒ California

Postal:

Time Zone: PST  Pacific Time, Tijuana

Lost Modified: 07/25/2001 2:36PM PDT VP1

Submit

1335

---

**Phone Info**

View All First 1 of 1 Last

\*Phone Type Description Primary Prefix Telephone Extension

Business  ☒

Done

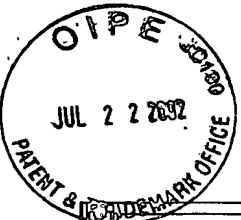
Local intranet

Fig. 13D

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Self Service User Profile-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home W Y B A a

Address http://localhost:7001/services/clientservlet/peoplesoft/crm=starlink

Home>PeopleTools>Maintain Security>Use>My Profile

Personalization

Option Default Value Override Value

Accessibility Features

Tab over Add/Del Buttons (+/-) ☐ No ☒ Explain

Afternoon designator (PM, pm) ☐ PM ☒ Explain

Tab over Calendar Button ☐ No ☒ Explain

Currency Symbol \$ ☐ Leading ☒ Explain

Currency Symbol Position ☐ Leading ☒ Explain

Decimal Separator ☐ MM/DD/YY ☒ Explain

Date Format ☐ / ☒ Explain

Date Separator ☐ Pacific Time, Tijuana ☒ Explain

Local Time Zone ☐ AM ☒ Explain

Morning designator (AM, am) ☐ AM ☒ Explain

Multiple Row Insert ☐ Yes ☒ Explain

Save Configuration ☐ Yes ☒ Explain

Save Warning ☐ Yes ☒ Explain

Time Format ☐ h:mm:ss(8:05 AM) ☒ Explain

Time Separator ☐ : ☒ Explain

Thousand Separator ☐ ☒ Explain

Home View Worklist Help Sign Out

New Window

Local intranet

FIG. 13E



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Permission Lists- Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Home Address http://localhost:7001/csrtsite/permissions/peopletools/permissions

Home>PeopleTools>Maintain Security>Use>Permission Lists

General Pages Peopletools Process Sign-on Times

Permission List: ALLPANLS

Description: All Panels

Menu Name

Menu Name	Edit Components	View All	First	1-55 of 55	Last
ADMINISTER_SECURITY	Edit Components	+	-		
APPLICATION_ENGINE	Edit Components	+	-		
APPSGCMONITOR	Edit Components	+	-		
CALLCENTER	Edit Components	+	-		
CC_PAGELETS	Edit Components	+	-		
CNV_SCHEMA_MAP	Edit Components	+	-		
CRM_OPEN_WORKLIST	Edit Components	+	-		
CRM_PORTAL_COMPONENTS	Edit Components	+	-		
CRM_TRANSFORM_UTLITY	Edit Components	+	-		
CTL_CONFIGURATION	Edit Components	+	-		
CUBE_MANAGER	Edit Components	+	-		
EDI_MANAGER	Edit Components	+	-		
ESTABLISH_BUSINESS_UNITS	Edit Components	+	-		
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+	-		
MAINTAIN_SECURITY	Edit Components	+	-		
MAINTAIN_SOLUTION	Edit Components	+	-		

Done Local intranet

FIG. 14A

FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name: PSACLMEMU

Occurs Level: 1

Occurs Count: 15 1480

☐ Unlimited Occurs Count (rows) 1490

OK Cancel

270

Technology Center 2000

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FIG. 14C

225

1410  
1420A

1420B

1420P

1420Q

PEOPLE		
Home PeopleTools Maintain Security Use Permission Lists New Window		
General Pages PeopleTools Processes Sign-on Trees ID		
Permission List: ALLPANELS		
Description: All Panels		
Find View All First 1-45 of 45 Last		
Menu Name	Edit Components	
ADMINISTER_SECURITY	Edit Components	+
APPLICATION_ENGINE	Edit Components	+
APPMONITOR	Edit Components	+
CALLCENTER	Edit Components	+
CIC_PAGELETS	Edit Components	+
CHV_SCHEMA_MAP	Edit Components	+
CRM_OPEN_WORKLIST	Edit Components	+
CRM_PORTAL_COMPONENTS	Edit Components	+
CRM_TRANSFORM_UTILITY	Edit Components	+
CTL_CONFIGURATION	Edit Components	+
CUBE_MANAGER	Edit Components	+
EDI_MANAGER	Edit Components	+
ESTABLISH_BUSINESS_UNITS	Edit Components	+
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+
MAINTAIN_SECURITY	Edit Components	+
MAINTAIN_SOLUTION	Edit Components	+
MANAGE_INTEGRATION_RULES	Edit Components	+
MASS_CHANGE	Edit Components	+
VISION	Edit Components	+
PORTAL_ADMIN	Edit Components	+
PORTAL_COMPONENTS	Edit Components	+
PORTAL_PERS_HOMEPAGE	Edit Components	+
PROCESSMONITOR	Edit Components	+
PROCESS_SCHEDULER	Edit Components	+
QUERY_MANAGER	Edit Components	+
RA_CAMPAIGN_MANAGEMENT	Edit Components	+
RA_CM_STRUCTURE	Edit Components	+
RB_DEFINE_PRODUCTS	Edit Components	+
RB_GENERAL_OPTIONS	Edit Components	+
RB_INTEGRATION_OPTIONS	Edit Components	+
RB_MANAGE_COMPETENCIES	Edit Components	+
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+
RB_MANAGE_WORKFORCE	Edit Components	+
RB_PROCESS_INBOUND_TRANS	Edit Components	+
RB_STRUCTURE_SEARCHING	Edit Components	+
RB_WORKER_CALENDAR	Edit Components	+
RC_SELF_SERVICE	Edit Components	+
RC_SOLN_MGMT	Edit Components	+
REPORT_BOOKS	Edit Components	+
REPORT_MANAGER	Edit Components	+
RF_AGREEMENTS	Edit Components	+
RF_DEFINE_ITEMS	Edit Components	+
RF_DEFINE_ITEM_CONTROLS	Edit Components	+
RF_MAINT_ENTITLEMENTS	Edit Components	+
RF_MANAGE_RMA	Edit Components	+
RF_SERVICE_ORDER	Edit Components	+
RF_STRUCTURE	Edit Components	+
RI_CIC_HOME	Edit Components	+
RI_INTERACTION	Edit Components	+
RI_SETUP	Edit Components	+
RM_DELTA_UTILITY	Edit Components	+
RSF_FORECAST	Edit Components	+
RSF_LEADS	Edit Components	+
RSF_OPPORTUNITY	Edit Components	+
RSF_PRTL	Edit Components	+
RSF_SETUP_TABLES	Edit Components	+
RSF_TERRITORY	Edit Components	+
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+
STRUCTURE_RC	Edit Components	+
TRANSLATE	Edit Components	+
EDI_MANAGER	Edit Components	+
TREE_MANAGER	Edit Components	+
UTILITIES	Edit Components	+
WORKFLOW_ADMINISTRATOR	Edit Components	+
WORKLIST	Edit Components	+

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FIG. 17A

275

Component Properties

General Use Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page-- Message Set/Nbr: 124 62

Link To Access Search Page-- Message Set/Nbr: 124 63

Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry 1730

Toolbar

Selected Toolbar Actions: 1720

☒ Save

☐ Return to List

☐ Next in List

☐ Previous in List

☐ Next Page in Component

☐ Previous Page in Component

☒ Refresh

☒ Disable Toolbar:

☐ View Worklis

☐ Next in WorkList

☐ Previous in WorkList

☐ Add

☐ Update/Display

☐ Update/Display All

☐ Correction

1740

OK Cancel



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Technical Center 2100



Person Component-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Address Bar

Address: http://localhost:7001/serflets/clientserverlet/peoplesoft8/?cmd=start&

Home View Worklist Help Sign Out

**PEOPLE**

**Address Info** View All First 1 of 1 Last

\*Address Seq: 1 + -

**Address Detail** View All First 1 of 1 Last

\*Effective Date: 07/25/2001 \*Status: Active + -

\*Address Type: Business \*Address ID: 1208

Description:

Country: USA United States 1780

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana 1790

Last Modified: 07/25/2001 2:36PM PDT VP1 ☐ Submit

☐ Expert Entry 1780

**Phone Info** View All First 1 of 1 Last

\*Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk ☒ 0001 925 694 9479 + -

Done Local intranet

FIG. 17B